

## **How Should I File a Complaint about USDA Donated Commodities?**

The USDA makes every effort to ensure that commodities provided through the Food Distribution Program are nutritious and of the highest quality. However, as in the food business, if there are concerns with the quality or safety of any commodity food, recipients may file a complaint.

The Food Distribution Division is changing its process for managing commodity complaints. Beginning with school year 2004/2005, all complaints are to be sent to the Office of Public Instruction, School Nutrition Programs. School Nutrition Programs will submit any complaints along with required shipping information to the USDA. A complaint number will be generated to facilitate complaint processing through final resolution and track the nature of complaints for trend analysis. This new procedure will speed up complaint processing and resolution.

You may call, email, fax or write to School Nutrition Programs about your complaint.

- Phone (406) 444-4415
- Email: [juwilson@mt.gov](mailto:juwilson@mt.gov)
- Fax: (406) 444-2955
- Regular mail: Office of Public Instruction, School Nutrition Programs,  
PO Box 202501, Helena, MT 59620-2501

You will need to provide the following information:

- Contract number (may be stenciled on the outer carton)
- A description of the problem
- Date the product was received
- Quantity of product involved

**If you are seeking a replacement, you should keep the product until you have been notified by School Nutrition Programs about how to dispose of/return the product.**